

# Comparisons of Job Characteristics

**Focus Occupation:** [Computer Support Specialists \(15-1041\)](#)

**Associated Occupation:** [Network and Computer Systems Administrators \(15-1071\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 86

**Focus Occupation:** Computer Support Specialists (15-1041)

**Associated Occupation:** Network and Computer Systems Administrators (15-1071)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Computers and Electronics	8.4	21.5	22.0	0	Current knowledge level may be sufficient
Telecommunications	3.9	13.4	11.2	<	Expanded education and/or training may be required
Administration and Management	8.4	11.8	8.5	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 82

**Focus Occupation:** Computer Support Specialists (15-1041)

**Associated Occupation:** Network and Computer Systems Administrators (15-1071)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Complex Problem Solving	9.1	12.2	10.0	<	A higher skill level may be required
Systems Analysis	6.5	11.1	8.4	<<	Extensive development of skills in this area may be required
Systems Evaluation	6.4	11.0	7.2	<<	Extensive development of skills in this area may be required
Quality Control Analysis	5.9	9.8	7.3	<<	Extensive development of skills in this area may be required
Programming	2.2	8.5	3.9	<<	Extensive development of skills in this area may be required
Technology Design	2.6	6.5	3.1	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 95			
Focus Occupation: Computer Support Specialists (15-1041) Associated Occupation: Network and Computer Systems Administrators (15-1071)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Information Ordering	9.9	11.8	11.2	0	Current ability level may be sufficient
Category Flexibility	9.0	10.7	9.3	<	Some improvement in abilities may be required
Flexibility of Closure	7.8	10.2	7.9	<	Some improvement in abilities may be required
Fluency of Ideas	7.6	10.1	7.6	<<	Extensive improvement in abilities may be required
Selective Attention	8.7	9.9	9.1	0	Current ability level may be sufficient
Perceptual Speed	7.4	9.0	8.0	<	Some improvement in abilities may be required
Speed of Closure	5.9	7.7	6.2	<	Some improvement in abilities may be required
Memorization	5.6	7.3	6.1	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 93
Focus Occupation: Computer Support Specialists (15-1041) Associated Occupation: Network and Computer Systems Administrators (15-1071)		
Work Activities	Exclusivity of Activity	
Adjust computer operation system	84	
Communicate technical information	4	
Conduct computer diagnostics to determine nature of problems	92	
Evaluate computer system user requests or requirements	81	
Follow data security procedures	77	
Identify appropriate software for project	99	
Maintain or repair computers or related equipment	81	
Perform minor repairs to hardware, software, or peripheral equipment	95	
Provide technical support to computer users	80	
Test computer programs or systems	78	
Train workers in use of computer and related equipment	95	
Understand computer equipment operating manuals	84	
Use computers to enter, access or retrieve data	3	

Use interpersonal communication techniques	10
Use spreadsheet software	18
Use word processing or desktop publishing software	17

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 94

**Focus Occupation: Computer Support Specialists (15-1041)**  
**Associated Occupation: Network and Computer Systems Administrators (15-1071)**

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content authoring and editing software	1
Cutting and crimping and punching tools	3
Data management and query software	1
Development software	4
Electronic and communication measuring and testing instruments	14
Industry specific software	1
Information exchange software	1
Light and wave generating and measuring equipment	4
Media storage devices	21
Network applications software	1
Network management software	37
Networking software	21
Operating environment software	12
Security and protection software	30
Tool kits	62
Utility and device driver software	17
Wrenches and drivers	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.